



Date: April 7, 2003
To: BearingPoint
From: OSS Test Project Management Team
Subject: SBC Response to Exception # 187 Version 2

Certain SBC Ameritech technical documentation does not adequately document the calculation logic applied to reporting data used in the calculation of certain SBC Ameritech published performance measurement results.

Issue

SBC Ameritech provided BearingPoint with Performance Metrics Business Technical Requirements (BTR) documentation, which provides the systems used, the data required, and the step-by-step logic used to arrive at the published performance measurement results.

Exhibit 1 lists by measure group and performance measurements those SBC Ameritech technical documents that appear incomplete or inaccurate. Inaccuracies may include database queries that incorrectly document the extraction of data and calculation of performance results.

Exhibit 1 – Inaccurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
Billing	14 and 18
Collocation	MI 4
Directory Assistance and Operator Services	83
Directory Assistance Database	110, 111, 112, and 113
Facilities Modification	CW 1, CW 6, CW 7, CW 8, CW 9, and WI 9
Interconnection Trunks	71
Local Number Portability	91, 92, 93, 95, 96, 97, 98, 99, 100, and 101
Maintenance & Repair	54
Ordering	5, 5.2, 6, 7, 7.1, 8, 9, 10.1, 10.2, 10.3, 10.4, 11, 11.1, 11.2, 13, 13.1, and MI 2
Other	CW 5, MI 9, MI 12, MI 13, and MI 15
Poles, Conduits & Rights of Way	105 and 106
Pre-Order	1.1 and 4
Provisioning	55.1, 56, and 56.1

For the performance measurements included in Exhibit 1, SBC Ameritech has indicated that it will provide updated technical documentation (BTRs) through the ongoing Documentation Content Review process.

SBC Response to BearingPoint Exception (continued)

Exhibit 2 lists by measure group and performance measurements where BearingPoint has been able to validate that SBC Ameritech's technical documentation (BTRs) is accurate.

Exhibit 2 – Accurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
911	102, 103, 104, MI 6, MI 7, and MI 8
Billing	16, 19, and 20
Bonafide Requests	120 and 121
Coordinated Conversions	114, 114.1, 115, 115.1, 115.2, and MI 3
Directory Assistance and Operator Services	79 and 81
Interconnection Trunks	70 and 70.1
Miscellaneous Administrative	24.1 and 25
Other	MI 14

For the performance measurements that are not included in Exhibit 1 or 2, BearingPoint is still evaluating the accuracy of the updated technical documentation.

Assessment

Accurate documentation for calculating performance measurement results is necessary to maintain consistency in the calculation process and to enable effective management of changes to the calculations over time.

Version 2: April 1, 2003

BearingPoint has continued to receive and review technical documentation from SBC Ameritech. BearingPoint's findings, as of March 27, 2003, are outlined in Exhibits 3 and 4 below.

Exhibit 3 – Inaccurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
Bona Fide Requests	120 and 121
Collocation	108 and MI 4
Directory Assistance and Operator Services	83
Directory Assistance Database	110, 111, 112, and 113
Interconnection Trunks	70, 70.1 and 71
Local Number Portability	91, 93, and 95
Maintenance & Repair	54
Ordering	5, 5.2, 6, 7, 7.1, 8, 9, 10.1, 10.2, 10.3, 10.4, 11, 11.1, 11.2, 13, 13.1, and MI 2
Other	CW 5, MI 9, MI 11, MI 12, MI 13, MI 14 and MI 15
Poles, Conduits & Rights of Way	105 and 106
Pre-Order	1.1 and 4
Provisioning	55.1, 56, and 56.1

SBC Response to BearingPoint Exception (continued)

Exhibit 4 – Accurate Documentation by Measure Group and Performance Measurement

Measure Group	Performance Measurement
911	102, 103, 104, MI 6, MI 7, and MI 8
Billing	14, 16, 17, 19, and 20
Collocation	107 and 109
Coordinated Conversions	114.1, 115, 115.1, 115.2, and MI 3
Directory Assistance and Operator Services	79, 80, 81, and 82
Facilities Modification	CW6, CW7, CW8, and CW9
Interconnection Trunks	70.2, 74, 75, 76, 77, and 78
Local Number Portability	98 and 101
Miscellaneous Administrative	21.1, 22, 24.1, and 25
Other	CW 4 and WI 1
Provisioning	27, 28, and 55.2

SBC Response to Exception 187 Version 2:

With release of version 2 of this exception BearingPoint provides a more recent status of the ongoing performance measurements technical requirements documentation review process. As detailed within Exhibit 4 of this exception, BearingPoint confirms the accuracy of technical requirements for 43 measures, an additional 19 measures since the release of the original exception on February 18th, 2003.

In addition to providing notice on the increase in measures considered to have accurate technical requirements documentation, BearingPoint also identifies those measures where potential documentation issues exist. Below is a summary of the 47 measures identified in Exhibit 3 of BearingPoint's Exception 187:

- 4 measures: Since the release of version 2 of this exception BearingPoint and SBC have resolved the potential inaccuracies raised (106, 108, 121, and MI 12)
- 35 measures: SBC has responded to BearingPoint concerning the issues identified and is awaiting BearingPoint to complete their review (4, 5, 5.2, 6, 7, 7.1, 8, 9, 10.1, 10.2, 10.3, 10.4, 11, 11.1, 11.2, 13, 13.1, 70, 70.1, 71, 83, 91, 93, 95, 105, 110, 111, 112, 113, 120, MI 2, MI 4, MI 9, MI 13 and CW 5)
- 8 measures: SBC is in the process of investigating the issues raised. The issues concerning these 8 measures are detailed below:
 - 4 measures: Technical requirement documentation for measures 54, 55.1, 56 and 56.1 are in the process of being updated to reflect a minor processing change
 - 4 measures: Technical requirement documentation for measures 1.1, MI 11, MI 14 & MI 15 are undergoing minor updates to further detail the processing applied for calculating these measures

In addition to the 43 measures BearingPoint considers accurate and the 47 measures reviewed above, there are an additional 63 measures which continue to proceed under BearingPoint's documentation review process.

SBC Response to BearingPoint Exception (*continued*)

SBC reiterates its previous request that BearingPoint expedite the remaining requirements regarding this documentation review so this exception may be closed in an expedited manner.